



# ***HANDBOOK***

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## **IMPORTANT CONTACTS**

### **RESERVATIONS/CANCELLATIONS**

<b>PHONE</b>	739-CARS
<b>FAX</b>	739-5450
<b>E-MAIL</b>	<a href="mailto:fleet.reservation@state.de.us">fleet.reservation@state.de.us</a>
<b>Internet</b>	<a href="http://gss.omb.delaware.gov/">http://gss.omb.delaware.gov/</a>

### **TO REPORT AN ACCIDENT/BREAKDOWN IN DELAWARE**

<b>BUSINESS HOURS</b>	739-CARS
<b>TOLL-FREE</b>	1-800-273-CARS
<b>AFTER HOURS</b>	1-800-613-7443

#### **OUT-OF-STATE**

<b>BUSINESS HOURS</b>	1-800-273-CARS
<b>AFTER HOURS</b>	1-800-613-7443

<b>FLEET ADMINISTRATOR</b>	857-4530
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## INTRODUCTION

Fleet Services is the centralized fleet reservation and management information system run by the Office of Management and Budget, Government Support Services, Office of Fleet Services. Fleet Services is composed of passenger and specialty vehicles used by agencies, other than those exempted by the Director, Office of Management and Budget, and vehicles covered by Title 29, Delaware Code, §7105.

The old system of allowing each State agency to own and maintain its own vehicles was too costly and contributed to the problem that vehicles were old and inequitably distributed among departments. Fleet Services unified fleet management, significantly reducing annual maintenance, repair and replacement costs. This will save the taxpayers of our State millions of dollars.

Fleet Services supports over 2000 vehicles some of which are leased to individual agencies and others located at 37 sites statewide. Over 10,000 State employees are enrolled in the service. Maintaining a network of public and private service facilities, Fleet Services provides 7per week, 24-hour coverage to support the missions of our State agencies.

This handbook is meant to serve as an introduction to Fleet Services. Employees should consult the Office of Fleet Service's Policies and Procedures Manual for the complete rules and regulations of Fleet Services.

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## FLEET SERVICES REFERENCE GUIDE

### FLEET SERVICES ELIGIBILITY

Eligibility to rent or use a vehicle from Fleet Services is determined by the following:

- You must have a valid driver's license.
- You must use the vehicle for State business.
- You must be authorized by your agency

In order to become authorized by your agency, you must complete an *Authorized Driver Designation (ADD) Form*, and have it signed by your Division Director, agency head, or authorized designee. The Fleet Administrator must also approve the form.

### VEHICLE PICK-UP SITES

The Office of Fleet Services has established vehicle pick-up sites, which serve many locations. Each facility in the service area is assigned to a primary pick-up site where an employee will usually be sent to pick up a vehicle. If a vehicle is unavailable at the primary pick-up site, the employee will usually be deferred to a secondary pick-up site.

The Fleet Services Reservationist will advise you of your vehicle pick-up site when your reservation is confirmed via fax confirmation sheet.

### RATES AND DISCOUNTS

#### Daily

A daily rental rate will be charged. Included in this rate are fuel and a daily mileage allotment of 100 miles for out-of-state trips. An additional charge will be added for every mile over the 100 miles per day allotment.

### RESERVATIONS

Reserving a vehicle is easy and convenient:

**Fleet Services has a new interactive on-line reservation system. Fleet's IT staff has coordinated a test along with your agency's IT staff, and we have been given approval for you to use the new on-line portal for reservations.**

The link to the on-line portal is <https://Fleet.state.de.us/FleetReservations>

To log into the portal you will need to enter your 6 digit Employee ID (this can be found on your Pay Advice) and your 6-digit Department ID (this is your DDS billing code – no dashes – no spaces). For your convenience, there is a link to a tutorial that should answer any questions you have with the process.

Please note that after June, 1, 2009, only reservations scheduled via the online portal will be eligible for the 20% "preferred scheduling method" discount, so agencies are expecting their employees to use this system. (HIGHER EDUCATION; SCHOOL DISTRICTS AND HOUSING AUTHORITY ARE EXEMPT). If you experience any difficulties or have any questions, feel free to call Fleet Services at 302-739-2277, or email [FleetReservation@State.DE.US](mailto:FleetReservation@State.DE.US). Please do not use the back arrow at top of page if you make a mistake or need to go back for any reason (you will get kicked out of portal and/or receive an error message). Please use the back tab at the bottom of the page, next to the continue tab. Thank you.

All changes and cancellations of reservations must still go through Fleet Services.

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**Also, if you have trouble using the calendar please note:**

The calendar issue is something that we cannot correct on our end. The IT department has informed us that it is an issue relating to the “resolution” setting on certain employees computers. You will need notify your IT department of the problem, and they can easily correct it for you. **(you must click on TIME FIRST before you click on a date....if not will do Time Now....)**

**Any questions or concerns, please feel free to contact our office at 739-2277 (800-273-2277). Thank you, in advance, for your understanding and cooperation in the privilege to use our state vehicles.**

**Exempt employees may continue to make a reservation the following way(s).**

**By Fax: (302) 739-5450**

**E-Mail address: [fleet.reservation@state.de.us](mailto:fleet.reservation@state.de.us)**

**By Intranet: <http://intranet.state.de.us/dss/contact.shtml>**

**By Intranet: <http://gss.omb.delaware.gov/>**

**By Phone: (302) 739-CARS**

Please supply the following information with your reservation request:

- Your name, phone number, and fax number
- Your driver’s license number
- Type of vehicle preferred (sedan, truck, mini-van, etc.)
- Number of people traveling in your vehicle
- Date and time you intend to pick up your vehicle
- Your destination
- Anticipated return date/time
- Any change from your standard billing code

## **CONFIRMATIONS**

Any reservation request (fax, e-mail, Internet or phone) will be confirmed by e-mail within 2 business hours after receipt. Business hours: 7:30 am – 5:00 pm, Monday to Friday, excluding holidays.

Reservation confirmations will indicate the vehicle pick-up site and the location where you can obtain the keys. This form should be given to the Keykeeper at your pick-up site. Whenever possible, this site will be conveniently located near your work location. The Keykeeper will have a sheet you will need to sign to take your vehicle. Please note that by your signature, a driver certifies that he/she is legally licensed, as recognized by the Division of Motor Vehicles, to operate a vehicle on Delaware highways. The driver also acknowledges that he/she must maintain that license to remain an authorized driver in the Fleet Services system. It is important that all drivers recognize it is their responsibility to maintain a valid driver’s license as a condition to driving any Fleet Services vehicle.

If keys are not returned to the pick-up site according to the reservation return time, the driver will be charged for keeping keys beyond the reservation.

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## **GETTING KEYS FROM KEYKEEPERS**

You must pick up the keys during normal business hours. If you need to leave before business hours the next day, indicate this on your reservation request. You may take the keys with you, but the vehicle *must* remain at the pick-up site. *The vehicle may not be taken home with you unless you have prior authorization from Fleet Services.*

Regarding reservations covering a two-week period, unless the vehicle is also reserved for the weekend period, the vehicle must be returned on Friday to accommodate any weekend reservations, servicing, or cleaning. You may keep the keys but the vehicle must be returned to the pick-up site.

## **KEEPING VEHICLES CLEAN**

For your convenience, trash cans are usually available at the pick-up sites. You must remove trash from your rental vehicle before returning it. Vehicles requiring major interior cleaning will incur a surcharge to your agency/department. The charge for vehicle detailing may exceed \$100.00. Minor interior and all exterior cleaning will be the responsibility of Fleet Services.

## **LATE RESERVATIONS**

Fleet Services cannot guarantee an available vehicle if a reservation is late. However, allowances are made for emergencies as discussed under “Emergency Reservations”.

Reservations made less than 2.5 business hours prior to pick up are considered late. Business hours are 7:30 a.m. – 5:00 p.m., Monday to Friday, excluding holidays.

## **EMERGENCY RESERVATIONS**

You may phone in a request for a vehicle on an emergency basis; that is, with less than 2.5 hours notice, and be guaranteed a vehicle. Emergency vehicle reservations must be consistent with your department or agency’s emergency vehicle policy and will be documented in Fleet’s files. Copies are available from your department/agency. Please be aware that requesting a vehicle on an emergency basis should be considered serious and may cause considerable inconvenience to other drivers. Emergency vehicle reservations will be confirmed at the time of the request.

## **PICKING UP YOUR FLEET VEHICLE**

You can usually expect to pick up your vehicle at your primary vehicle pick-up site (see the Fleet Services Pick-Up Site List). If a vehicle is not available at your primary vehicle pick-up site, you will be notified of an alternate site when you receive your faxed reservation confirmation sheet. You may choose to park your personal vehicle at the confirmed pick up site. However, Fleet will not be responsible for any parking fines or fees for your personal vehicle.

**Vehicle Check** - Drivers should check the assigned vehicle before departing the pick-up site, i.e. lights, turn signals, tire pressure, fuel gage, hood secure, etc. and report any issues PRIOR to taking the vehicle. Drivers are also requested to check the vehicle tag expiration date on the license plate as Fleet Services has experienced a number of tags being removed from Fleet vehicles.



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## RE-FUELING VEHICLES

Before turning in your vehicle, check the fuel gauge. If the gauge reads at or below one half (1/2) tank, you must re-fuel the vehicle. Failure to re-fuel will result in a penalty charge assessed to your agency/department. ***Please be sure to re-fuel using only regular unleaded fuel.***

All authorized drivers will be issued a FUELMAN Personal Identification Number. The FUELMAN card is assigned to each vehicle and enables you to purchase fuel at any FUELMAN location.

## ALTERNATE FUEL VEHICLES

Fleet Services is mandated by the Federal Energy Policy Act to acquire a certain percentage of alternatively fueled vehicles. As this percentage increases, Fleet customers will begin to see more of these types of vehicles. We currently have a large percentage of environmentally friendly vehicles that are fueled by sources ranging from electricity to natural gas. Vehicle manufacturers have guaranteed that, although a new concept, these vehicles are safe and have endured rigorous testing.

**ALL refueling with alternative fuel will be handled by Fleet Services personnel.**

## RETURNING FLEET VEHICLES

Return your fleet vehicle to the designated parking area at the *same location* from which you picked it up. Approval from Fleet Services *must* be obtained at the time of reservation if you plan to return a fleet vehicle to a site other than its origin. If a vehicle is returned to a site other than its origin without prior approval, your agency will be charged an additional two-day rental charge. If you return to the vehicle pick-up site during normal business hours, hand the keys back to the Keykeeper. If you return after normal business hours, put the keys in the locked key box at the vehicle pick-up site. Check with the Keykeeper or call Fleet Services for the exact location of the lock box.

## OUT-OF-STATE TRAVEL

When traveling out of state, you must report the trip mileage on the form faxed to you with your vehicle confirmation. This form should be faxed to Fleet Services immediately upon your return. You may call Fleet Services for information about out-of-state fueling sites. You may also access FUELMAN sites via the internet at [www.fuelman.com](http://www.fuelman.com). If you are unable to locate any FUELMAN locations out of state, you may purchase regular unleaded fuel and submit a Personal Expense Reimbursement (PE) to Fleet Services upon your return.

## SPECIAL EQUIPMENT REQUESTS

Some special equipment, such as child safety seats, portable car phones, two-way radios, antennas, and emergency/safety lights can be obtained from your own agency/department. Your agency/department will control the distribution of that equipment.

Title 29, Delaware Code, §7107, requires that all vehicles be marked with "STATE OWNED" license plates. If you require a vehicle without the "STATE OWNED" designation on the license plate, you must indicate that requirement on the *Authorized Driver Designation Form*. The accompanying *Exemption from "STATE OWNED" License Plate Designation Form* must also be

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## **SPECIAL EQUIPMENT REQUESTS (continued)**

completed and approved. The Agency Head or School Superintendent must sign this accompanying form before it can be processed. You cannot obtain a vehicle without the "STATE OWNED" designation without proper approval.

If you require taking a vehicle home for any reason, you *must* indicate that requirement on the *Authorized Driver Designation Form*. The Agency Head or School Superintendent must also sign the accompanying *Vehicle Housed at Employee Residence Form* before it can be approved. **You may not take home a fleet vehicle without proper approval.**

## **EMERGENCY WEATEHR POLICY**

The emergency weather policy goes into effect in areas where the Governor has declared a weather emergency and in areas where State offices are closed. Weather-related emergencies do not incur a cancellation surcharge when:

- You are scheduled to attend a meeting in an area that is closed;
- You work in an area that is closed; or
- You are scheduled to pick up the vehicle in an area that is closed.

There may be a time when you do not want to drive because of local weather conditions. In that case, you must cancel your reservation. Upon request, the Fleet Administrator will review your cancellation and determine if the late cancellation surcharge is warranted.

## **ACCIDENTS/BREAKDOWNS IN DELAWARE**

Employees should report any mechanical problems they experience, either by filling out a Quality Review Form located in the glovebox or by calling 739-CARS. Certainly, serious concerns should be called in as soon as possible.

Accidents or breakdowns occurring during business hours should be reported to 739-CARS or 1-800-273-CARS. The employee will be taken to his/her destination by Fleet Services. Fleet Services will handle all necessary towing and repairs when the vehicle is within the State. Fleet Services adheres to the State contract vendor for vehicle towing.

Should an accident or breakdown occur after normal business hours, employees should call the emergency number (1-800-613-7443) printed on the visor card, confirmation form, and the front license plate. Fleet Services personnel will arrange transportation to your destination. Fleet Services will arrange for any vehicle towing or repair.

## **ACCIDENTS/BREAKDOWNS OUTSIDE DELAWARE**

Employees must report accidents or breakdowns occurring out-of-state during normal business hours to Fleet Services at 1-800-273-CARS. Accidents or breakdowns occurring after normal business hours should be reported to Fleet Services at the emergency number posted in the vehicle (1-800-613-7443). Stay on the line as you are instructed.

Employees are authorized to arrange for out-of-state towing of the vehicle and/or emergency repairs costing up to \$250 without prior consent from Fleet Services. This \$250 limit does not include the cost of towing. Any repairs over \$250 must receive consent from Fleet Services. The employee's agency/department will be reimbursed for repair and towing.

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## **PERMITTED USE OF FLEET SERVICES VEHICLES**

The use of a Fleet Services vehicle is restricted to Official State business. Reserving a Fleet Service vehicle for purposes other than conducting State business is prohibited as pursuant to Title 29, Delaware Code, §7106.

## **TRANSPORTATION OF SCHOOL-AGE CHILDREN**

Title 14, Delaware Code, §2911, prohibits the transportation of preprimary, primary, and secondary pupils in vehicles rated to carry 10 in addition to the driver. This law applies to trips from home to school or any school-related events. Vehicles needed to transport more than 10 must meet State of Delaware and federal specifications applicable to school buses. Fleet Services will not reserve 12 or 15 vans for the purpose of transporting preprimary, primary, and secondary pupils on trips from home to school or any school-related events.

## **CANCELLING A RESERVATION**

You may fax, e-mail or phone your cancellation. There is no penalty when a cancellation is made at least 2.5 business hours prior to scheduled pick up. Cancellations made less than 2.5 hours prior to a scheduled pick up will result in a penalty charge assessed to your agency.

## **RESERVATION NO-SHOWS**

A reservation will be declared a “no-show” if a vehicle is not picked up within one hour after the scheduled pick up time. The penalty for a no-show is payment of a full day’s rental (including 20% surcharge) rate to compensate for lost revenues due to the vehicle being unavailable for other drivers. You may change your reservation pick-up time up to one hour past the scheduled pick up time without penalty. If you arrive after the one-hour grace period, Fleet Services cannot guarantee you a vehicle.

## **PARKING FEES**

Your agency/department will be responsible for reimbursing employees for all appropriate parking fees.

## **MOTOR VEHICLE LAWS**

Under Title 21, Delaware Code, §4802, all employees and their passengers are required by law to wear seatbelts.

## **INSURANCE COVERAGE**

The State of Delaware provides accident protection for approved State personnel acting within the scope of their employment and for all Fleet Services vehicles. In the event of an accident, the driver’s agency/department is responsible for the \$500 collision coverage deductible. This is charged when the accident occurs to allow necessary vehicle repairs to be done. If at a later date the Insurance Coverage Office is successful in recovering the vehicle repair costs, the Insurance Coverage Office will reimburse the department/agency for the \$500 deductible.

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## **INSURANCE COVERAGE (continued)**

The State will not provide coverage for vehicle repair to an employee's vehicle used for State business. Any questions concerning insurance coverage should be directed to the State Risk Manager at (302) 739-3651. Your department/agency can provide you with its policies for reimbursing employees for mileage expenses incurred while driving a personally owned vehicle to conduct State business.

## **USING PERSONAL VEHICLES**

The State will not provide insurance coverage to repair an employee's vehicle for damages incurred when it was used for State business. Your personal automobile policy provides primary coverage for accidents in which you are involved.

## **COMMUTING**

In accordance with Title 29, Delaware Code, §5117(a), drivers are not permitted to commute to and from their normal work site in a State-owned vehicle.

## **SMOKING POLICY**

Pursuant to the Governor's Executive Order Number Seventy-One, Smoking in all State-owned vehicles is prohibited.

## **AUTHORIZED PASSENGERS IN STATE VEHICLES**

Authorized passengers in state vehicles are limited to state employees required to travel or work with the driver; clients or wards of the state; volunteers providing direct service to clients or wards of the state or contractors directly employed to provide services to the state. Under no circumstances are family members, hitchhikers or other non-authorized passengers to be transported in any state vehicle.

## **EMPLOYEE DRIVER STATUS**

Employees must report changes in driving status to their agency's Fleet Representative. This includes license expiration, suspension, or revocation.

Agencies/departments must report driver status changes to Fleet Services on the *Authorized Driver Designation Form*.

## **ACCOUNTING PROCEDURES**

The billing of agencies/departments by Fleet Services is done by electronic transfer. Each employee's reservation is billed to the DFMS expense code indicated on the employee's *Authorized Driver Designation Form*. A driver may instruct Fleet Services to bill an alternative expense code for a vehicle rental at the time that their reservation request is made. However, this information must then be confirmed in writing to Fleet Services.

## **EMPLOYEE SEPARATION/TERMINATION TRANSFER**

Agencies/Departments must report an employee's separation/termination or transfer to the Office of Fleet Management on the *Authorized Driver Designation Form*.

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## VEHICLE PICK-UP SITES LISTED BY COUNTY

Please note: all pick-up times are subject to change. Fleet Services does not manage most of these sites; therefore, we are unable to mandate times.

### New Castle County (NC)

**NC1 – Carvel Office Building Garage**

(7:30–9:30, 3:30–4:30) From Rt. 13 to 8th Street, make a left. Make a right on French Street. Turn right on 9th then turn right into the garage. Fleet will not pay for the cost of parking your personal vehicle.

**NC12 – T Building**

(7:30–9:30, 3:30–4:30) From Rt. 13 to Herman Holloway Campus. Enter Campus, follow the circle and turn onto the South Loop. The T Building is on the left.

**NC13 – Terry Children's Center**

(8:00–4:30) From Rt. 13 S to Herman Holloway Campus. Entrance is before the Campus.

**NC14 – Emily P. Bissell Hospital**

(8:00–4:00) From Rt. 13 to 141 N. Take Exit 5 (Rt. 62). Follow Rt. 62N until you cross Rt. 2. Rt. 62 will become Rt. 41. When you cross over Rt. 2, Bissell Hospital will be a mile up on the left.

**NC17 – DSCYF – Faulkland Road**

(8:00–4:30) From Rt. 13 to 141 N, follow to Faulkland Road and turn left, DSCYF Admin building is on the right.

**NC24 – Barley Mill Plaza**

(8:00–4:30) Rt. 13 N to 141 N to Lancaster Avenue. Turn right. Barley Mill is on the left, building #18.

**NC27 – Department of Labor (Fox Valley)**

(7:30–4:30) Rt. 13 N to 495 N to Edgemoor exit. Cross Governor Printz on Edgemoor Road to Rt. 3 Philadelphia Pike. Turn left. Department of Labor is on the right.

**NC29 – DelTech Stanton**

(7:00–3:00) Rt. 13 N to Rt. 1. Follow to Churchman's Rd. Turn right. Del Tech is on the left.

**NC30 – Hudson Center**

(7:30–4:30) Rt. 13 N to Rt. 72 (Wrangler Hill Rd). Turn left. Follow to Rt. 273. Turn right. Hudson Center is on the right.

**NC31 – Robscott**

(8:00–4:30) Take 71 N. (comes 301 and then 896). Follow Rt. 896 to Rt. 4. Turn right. Robscott is on the right.

**NC32 – DelDOT Bear**

(7:30–4:30) Rt. 13 to Rt. 273 exit. Turn left. Take Rt. 7 N. DelDOT is on the left.

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**NC33 – DNREC (Grantham Lane)**

(8:00-4:30) Take Rt. 13 to Federal School Lane. Turn right. Go to Rt. 9. Turn left. Follow to Grantham Lane. Make left. DNREC is on right.

**KC43— Appoquinimink State Service Center**

(7:30-4:30, no key distribution from 12 noon-1 pm.) 122 Silver Lake Road, Middletown, DE.  
Beside Middletown High School

**Kent County (KC)**

**KC 1 – Blue Hen Corporate Center (BHCC)**

(7:30-5:00) Take Rt. 113 S, past Court St. (Kent County Bldg. on left). Turn left at light into BHCC. Proceed to 2<sup>nd</sup> Stop sign, turn right to Door #6 (behind the Aetna building).

**KC 9 – Office of Pensions, McArdle Building, Silver Lake Office Plaza**

(8:00-4:30) Located off of Walker Road. Coming from Silver Lake, turn right at first light on Walker Road into Silver Lake Office Plaza. Make second left. Keykeeper is in main reception area.

**KC16 – Delaware Hospital (DHCI)**

(7:30-4:00) Located in the main building and ask for the Logistics Office.

**KC19 – Department of Agriculture**

(8:00-4:30) Rt. 13 South across from Dover Skating Center in Camden. Keykeeper is in the lobby.

**KC43— Appoquinimink State Service Center**

(7:30-4:30, no key distribution from 12 noon-1 pm.) 122 Silver Lake Road, Middletown, DE.  
Beside Middletown High School

**Sussex County (SC)**

**SC1 – Georgetown DMV**

(7:30–9:30, 3:30-4:30) From Rt. 113, turn left onto S. Bedford Extended. Georgetown DMV is the second building on the right. The Key keeper is located inside DMV follow signs to the office.

**SC6 – Delaware Technical and Community College (Owens Campus)**

(8:00-5:00) From Georgetown State Service Center take Rt. 113 N, make a left at Hardees light (Rt. 18). DTCC will be on your left. Turn into DTCC and then make a right, go until you get to the first building on your left (Jason Building). Go in the glass doors to the receptionist desk and she/he will have the keys.

**SC10 – Shipley State Service Center**

(7:30-5:00) From the Georgetown State Service Center take Rt. 113N until you get to the Georgetown Plaza. Turn left. Follow the road until the first stop light (Rt. 24-Hardscrabble). Turn right. Follow this road to Rt. 13 in Seaford. Turn right onto Rt. 13. Make a left turn at the second stop light (Stein Hwy.). Take the first road to your right. At the stop sign make a left, this puts you on Rt. 13A. Take the second right (Virginia Ave.). The Shipley SSC is on your right. Go to the main desk and ask for Keykeeper.

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**SC12 – Laurel State Service Center**

(7:30-4:30) From Georgetown State Service Center parking lot turn left. Go to light at Rt. 113. Cross over Rt. 113. Go towards the State Police building (Shortly Road). Follow it to Rt. 20. Make a right on to Rt. 20. Follow Rt. 20 to Rt.13 in Laurel (Bargain Bill's is on your left). Cross over Rt. 13. Go toward town. Turn left at the second traffic light. Turn right at the Police Station. The Laurel State Service Center is on your right after the railroad tracks.

**SC14 – Pyle State Service Center**

(7:30-4:00) From Georgetown State Service Center take Rt. 113 S to Dagsboro. Turn left at the Masten's Home Center traffic light. At the first traffic light, go straight. Make the first left. Go to the next traffic light and make a right. Follow this road until you see the Pyle State Service Center sign on your right.

**SC16 – Bridgeville State Service Center**

(7:30-5:00) From Georgetown State Service Center take Rt. 113 N to the Hardee's traffic light and turn left onto Rt. 18, follow this road to Rt. 13 in Bridgeville. At the light cross over Rt. 13 and follow this road to the first traffic light, turn left, go to the firehouse, turn right, the Bridgeville State Service Center is on your left.

**SC18 – Milford State Service Center**

(7:30-9:30, 3:30-4:30) Follow Rt. 13 N and turn right at the intersection of Rt. 13 and Rt. 36. Follow road until The Expert Tire (on left), turn left at intersection, go across bridge, make the first right. Go over the next bridge and turn into parking lot on your left. Go into the double glass doors and ask for Fleet.